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Incident Management System

- bring accountability
- avoid problem re-occurance
- save cost
- complete tracking

WHAT THIS SOLUTION DOES

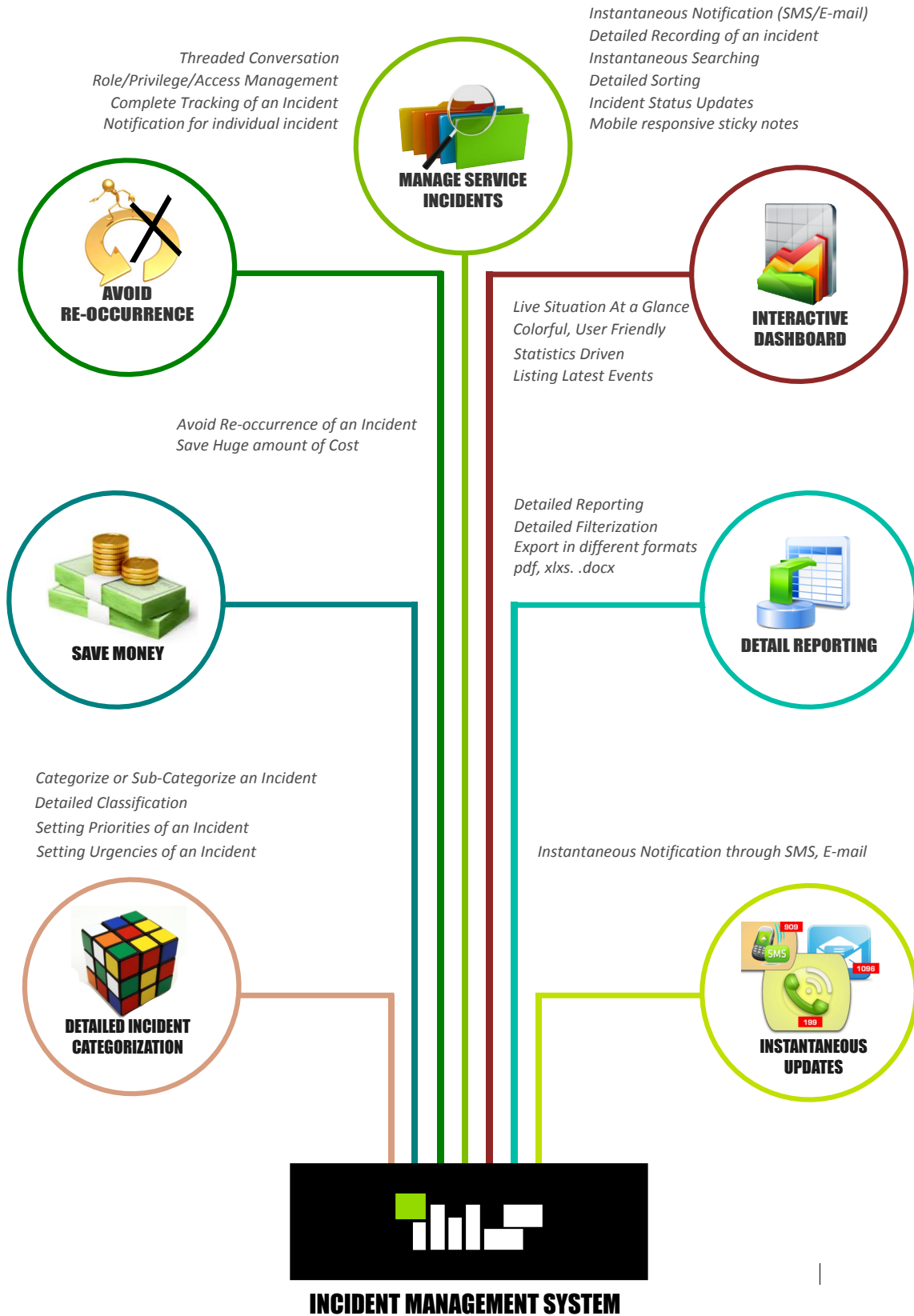I HAVE THE COMPLETE TRACKING OF ALL THE SERVICE INCIDENTS

I CAN MAKE MY SERVICE PROVIDERS ACCOUNTABLE

AVOIDING RE-OCCURANCE OF A PROBLEM IS GIVING ME PEACE

AS A RESULT, I AM SAVING HUGE COST

MANAGE SERVICE INCIDENTS

Instantaneous Notification (SMS/E-mail)
Detailed Recording of an incident
Instantaneous Searching
Detailed Sorting
Incident Status Updates
Mobile responsive sticky notes

AVOID RE-OCCURRENCE

Threaded Conversation
Role/Privilege/Access Management
Complete Tracking of an Incident
Notification for individual incident

INTERACTIVE DASHBOARD

Live Situation At a Glance
Colorful, User Friendly
Statistics Driven
Listing Latest Events

SAVE MONEY

Avoid Re-occurrence of an Incident
Save Huge amount of Cost

DETAIL REPORTING

Detailed Reporting
Detailed Filterization
Export in different formats
pdf, xlxs. .docx

DETAILED INCIDENT CATEGORIZATION

Categorize or Sub-Categorize an Incident
Detailed Classification
Setting Priorities of an Incident
Setting Urgencies of an Incident

INSTANTANEOUS UPDATES

Instantaneous Notification through SMS, E-mail

INCIDENT MANAGEMENT SYSTEM

Incident Recording Module:
- Detailed recording of an Incident/Problem.
- Sub Categorize an Incident/Problem to pin point it.
- Listed Incident sorting by - (bank-terminal, ATM, problem status, create date/resolved date) wise.
- Attaching images/other files with an incident while recording.
- Tagging default users with a particular category Incident (Initial Incident Thread Members).
- Tagging another person other than default ones with a particular incident while recording.
- Instantaneous searching with any field value within the Incident List.
- Option for sending instant notification through E-mail and SMS.

Threaded Communication of an Incident:
- Threaded messaging system.
- Total history/track of an Incident in one window.
- Manages communication between bank users and service providers.
- Multiple files (jpg, pdf, png etc.) can be attached with a message update.
- Option for sending instant notification through E-mail and SMS.
- Add new thread member in a particular Incident in addition with the default Initial Incident Thread Members.
- Participation of all thread members associated with a particular Incident.

Assigning Engineers:
- Assigning Engineers and their Date and Time of Arrival against a particular Incident (if needed)

Incident Status Update:
- An Incident can be tagged with following Statuses:
  - Pending
  - Postponed
  - Cost Approval
  - Resolved
- Recording date/time and resolved note properly while changing an Incident Status.

Incident Classification and Priority Setting:
- Categorize and Sub-Categorize an Incident.
- Settings Priorities of an Incident.
- Settings Urgencies of an Incident.

User Role/Privilege/Access Management:
- Defining Role/Privilege/Access of a user.
- Controlling Incident Creation, Incident Update or Access to an Incident.
- Controlling Report access.
- Controlling other administrative access throughout the System.

FEATURES

Complete Incident Update via Email / Short notification via SMS:
- E-mail/SMS Notification to Thread Members
  - Complete Incident message updates (with attachment) via e-mail
  - Instantaneous short notification/updates via SMS
  - Incident header updates
    - Assigning Engineers
    - Incident Status Change

Customized Email Update/Notification Management:
- Manage 'TO/CC' address field of an e-mail update –
  - Drag and Drop.
  - Initial default e-mail settings incident category wise.
  - Incident updates e-mail settings.

Interactive Dashboard - Statistics, Summary, Latest Events:
- Colorful, User Friendly, Interactive Dashboard for a user.
  - Incident Category wise Summary
  - Incident Status wise Summary
  - Year wise Incident History
- Listing latest Events
  - Listing Latest Events of any Incident in a summarized fashion.
  - All Events regarding any Incident throughout at a Glance.
- Customer wise Different Dashboard Summary

Incident wise Reminder System:
- Personal reminder for individual incident
- Delete and edit option are available for reminder
- Notify all day during the set time

Personal Notes:
- Personal Notes taking option
- Dragging anywhere of the window
- Mobile responsive

Bring Accountability

 In a business there is a lot of mess to maintain. Manually there exist no easy way to process all the mess in a planned way. So here IMS bring the opportunities to Keeps tracks of all records in one window. The primary goal of the Incident Management process is to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

Bring Efficiency

For a proper management system IMS is very efficient like all problems in one solution. It's easy to use, not complicated. Incidents are properly prioritized and handled in the appropriate sequence. There are opportunities to meet a virtual meeting between author and service provider.so it save time and money.
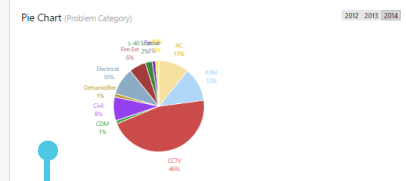
Save Cost

IMS makes business high profitable saving money. It make sure, that a problem has occurred and provide the whole history of that incident .also provide the problem related issues and service provider. So there is no chance to pay money for unwanted issues. Admin can handle the whole process by his own hand.

Avoid Re-occurrence

Incident status is accurately reported and queue of unresolved incidents is visible. The whole history is recorded with the mentioning of related person.so there no chance of any re-occurrence of same things.

Screenshots

INCIDENT CREATED
23
in last 3 weeks
more info

RESOLVED INCIDENT
13
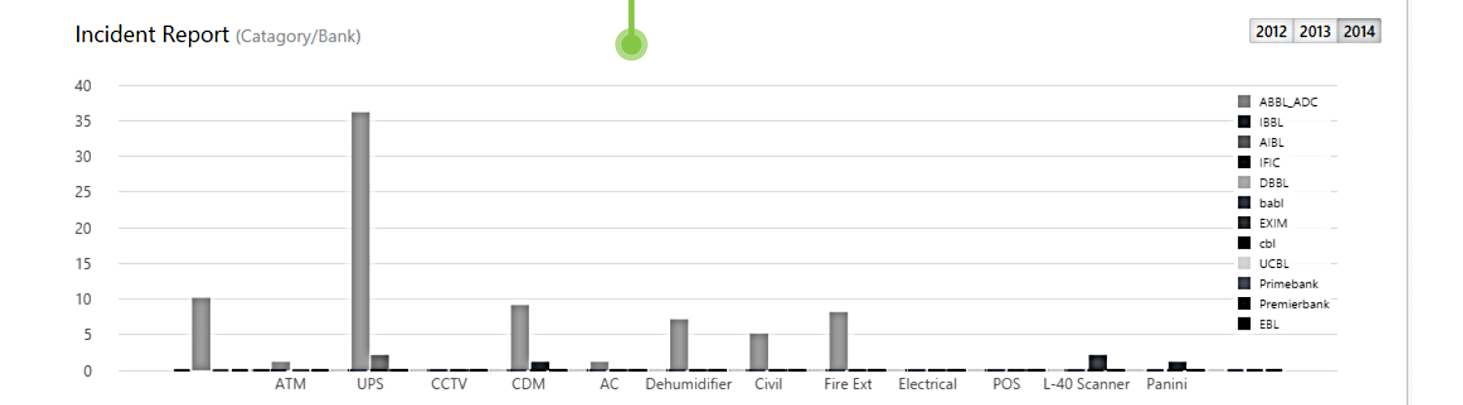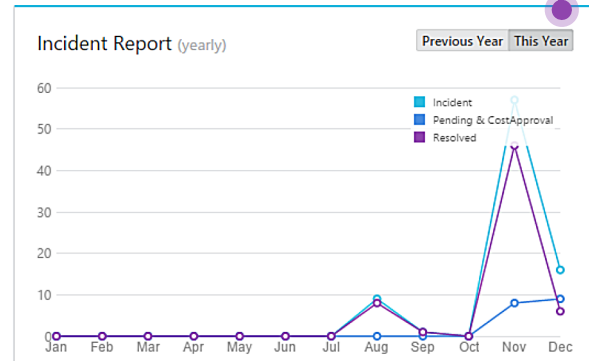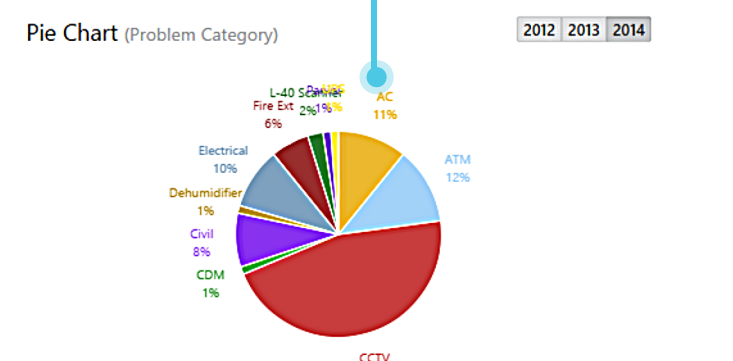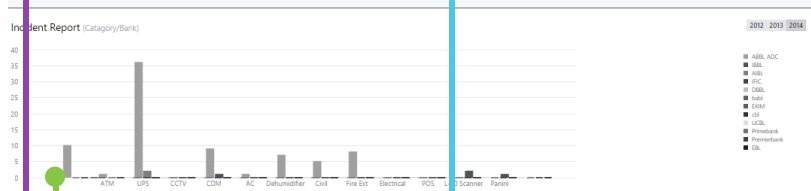in last 3 weeks
more info

PENDING	11.76%	PENDING	0.00%	PENDING	11.76%
ATM	2	UPS	0	CCTV	2
CostApproval	0	CostApproval	0	CostApproval	0
non-CostApproval	0	non-CostApproval	0	non-CostApproval	0

PENDING	0.00%	PENDING	29.41%	PENDING	0.00%
CDM	0	AC	5	Dehumidifier	0
CostApproval	0	CostApproval	3	CostApproval	0
non-CostApproval	0	non-CostApproval	2	non-CostApproval	0

PENDING	35.29%	PENDING	0.00%	PENDING	11.76%
Civil	6	Fire Ext	0	Electrical	2
CostApproval	2	CostApproval	0	CostApproval	0
non-CostApproval	4	non-CostApproval	0	non-CostApproval	0

| PENDING | 0.00% | PENDING | 0.00% | PENDING | 0.00% |

INCIDENT CREATED
23
in last 3 weeks
more info

RESOLVED INCIDENT
13
in last 3 weeks
more info

TOTAL PENDING INCIDENT(S)
17
all weeks
more info

LAST INCIDENT CREATED
7 Dec, 2014 3:42 PM
10 days and 17:41:7 hours ago
more info

Most Recent Message
- **Md. Muniruzzaman Munshi** created new incident ABBL-ADC-ABBUTR10-AC#102 One AC is not working. 10 day(s) ago
- **Md. Muniruzzaman Munshi** created new incident ABBL-ADC-ABBUTR08-AC#101 Two AC are out of order. 10 day(s) ago
- **Md. Muniruzzaman Munshi** created new incident ABBL-ADC-ABBJUB01-Civil#100 Floor mat required. 10 day(s) ago
- **Md. Muniruzzaman Munshi** created new incident ABBL-ADC-ABBKAZ01-Electrical #99 6 lights and floor mat required. 10 day(s) ago
- **Md. Khairul Islam** changed Incident Status from Pending to Resolved IBBL-d12-L-40 Scanner #71 ok

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Most Recent Message
- **Abul Kalam Azad** Change Incident Status from Pending to Postponed ABBL_ADC-ABBGUL02-CCTV#104 posponed for 7 day(s) ago
- **Abul Kalam Azad** messaged on ABBL_ADC-ABBGUL02-CCTV#104 testing 8 day(s) ago
- **Syma Ahmed** created new incident ABBL_ADC-ABBGUL02-CCTV#104 link ok but DVR access problem 14 day(s) ago
- **Hasibul Islam** created new incident ABBL_ADC-ABBPRA02-CCTV#103 Dear Sir, Please be informed(For Branch Only) 14 day(s) ago
- **Md. Muniruzzaman Munshi** created new incident ABBL_ADC-ABBUTR10-AC#102 One AC is not working. 14 day(s) ago

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Incident Report (yearly)
Previous Year | This Year
- Incident
- Pending & CostApproval
- Resolved

(Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec)

Pie Chart (Problem Category)
2012 | 2013 | 2014

- AC 11%
- ATM 12%
- CCTV 46%
- CDM 1%
- Civil 8%
- Dehumidifier 1%
- Electrical 10%
- Fire Ext 6%
- L-40 Scanner 2%
- POS 1%
- Panini 1%

Incident Report (Catagory/Bank)
2012 | 2013 | 2014

ATM, UPS, CCTV, CDM, AC, Dehumidifier, Civil, Fire Ext, Electrical, POS, L-40 Scanner, Panini

- ABBL_ADC
- IBBL
- AIBL
- IFIC
- DBBL
- babl
- EXIM
- cbl
- UCBL
- Primebank
- Premierbank
- EBL

Bank - Terminal	Category	Problem	Status	CreateDate	UpdateDate	
ABBL_ADC - ABBMAL01 / 68	AC	Service Require	Resolved	23 Nov 2014, 5:22 PM	27 Nov 2014, 2:49 PM	Update
ABBL_ADC - ABBMOG01 / 69	AC	Service Require	CostApproval	23 Nov 2014, 5:24 PM	27 Nov 2014, 2:45 PM	Update
ABBL_ADC - ABBNAR02 / 81	AC	Cooling	Resolved	27 Nov 2014, 8:59 AM	27 Nov 2014, 9:05 AM	Update
ABBL_ADC - ABBPRA04 / 63	AC	Out of Order	CostApproval	23 Nov 2014, 4:37 PM	27 Nov 2014, 2:51 PM	Update
ABBL_ADC - ABBUTR08 / 101	AC	Out of Order	Pending	7 Dec 2014, 12:13 PM	7 Dec 2014, 12:13 PM	Update
ABBL_ADC - ABBUTR08 / 60	AC	Cooling	CostApproval	23 Nov 2014, 3:52 PM	29 Nov 2014, 11:17 AM	Update
ABBL_ADC - ABBUTR09 / 79	AC	Service Require	Resolved	26 Nov 2014, 5:30 PM	30 Nov 2014, 3:49 PM	Update
ABBL_ADC - ABBUTR10 / 102	AC	Out of Order	Pending	7 Dec 2014, 12:14 PM	7 Dec 2014, 12:14 PM	Update
ABBL_ADC - ABBUTR11 / 62	AC	Out of Order	Resolved	23 Nov 2014, 4:25 PM	30 Nov 2014, 3:45 PM	Update
ABBL_ADC - ABBBOG02 / 95	ATM	Dispenser Problem	Resolved	3 Dec 2014, 4:20 PM	4 Dec 2014, 5:08 PM	Update
ABBL_ADC - ABBBOR01 / 77	ATM	Dispenser Problem	Resolved	26 Nov 2014, 2:36 PM	27 Nov 2014, 3:36 PM	Update

+ Show Detail

Sharup Kumar Kundu : OK
changed Incident Status from Pending to Resolved at 11/26/2014 11:59:29 AM

Gour Chand Mazumder : Solved Automatically
Change Incident Status from CostApproval to Pending on 11/26/2014 11:56:56 AM

Gour Chand Mazumder : Dear Sharup Vai,
The problem has been solved automatically. Please be informed.
Attachment :

11/26/2014 11:45:45 AM

Sharup Kumar Kundu : Need Camera Change
Change Incident Status from Pending to CostApproval at 11/25/2014 9:17:11 AM

Gour Chand Mazumder : Black&White
Attachment :

Created new Incident at 11/20/2014 1:59:20 PM

Incident List

No.	id	Bank	Branch	BoothName	Terminal	ProblemCategory	Problem	Status
1	4	ABBL_ADC	Uttara	Lake Drive Road_Uttara	ABBUTR12	CCTV	Camera Problem	Resolved
2	5	ABBL_ADC	Mohakhali	Amtoli 39 Air prot road	ABBMDH02	CCTV	Charger Problem	Resolved
3	6	ABBL_ADC	Board Bazar	Joydebpur Chorasta	ABBVOG01	CCTV	Camera Problem	Resolved
4	9	ABBL_ADC	Mirpur-1	Mirpur onsite	ABBMIR09	CCTV	Camera Problem	Resolved
5	12	ABBL_ADC	Gulshan	Gulshan Link Road	ABBGUL02	CCTV	Camera Problem	Resolved
6	13	ABBL_ADC	Nawabpur	Sutrapur	ABBSUT01	CCTV	HDD Access Problem	Resolved
7	16	ABBL_ADC	Board Bazar	BRRI Gazipur	ABBBRD03	CCTV	HDD Access Problem	Postponed
8	18	ABBL_ADC	Gulshan	Gulshan Link Road	ABBGUL02	CCTV	HDD Access Problem	Resolved
9	19	ABBL_ADC	Chapainawabgonj	Chapainawabgonj Br.	ABBCHP01	CCTV	HDD Access Problem	Resolved